

softlogicLIFE instaclaim

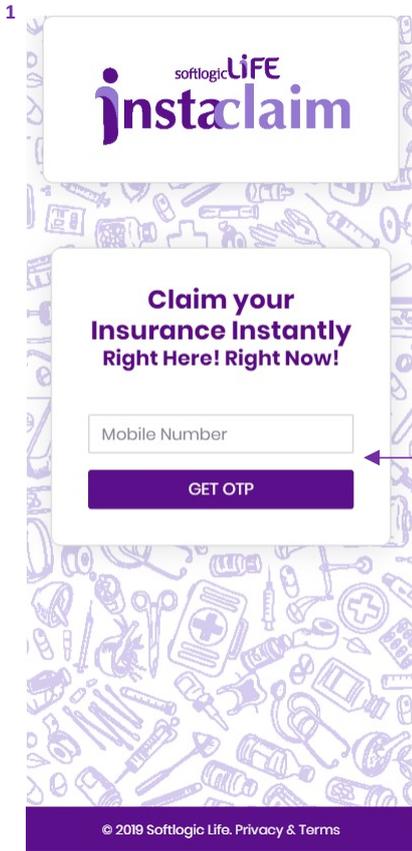


Important - In order to log in to “Insta Claim” online claiming portal as a prerequisite the staff mobile numbers should be registered with Softlogic Life Insurance PLC.



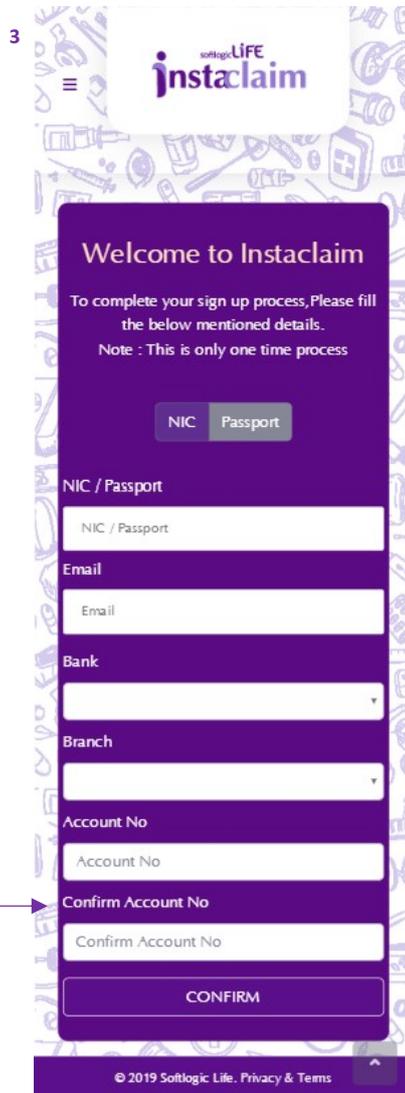
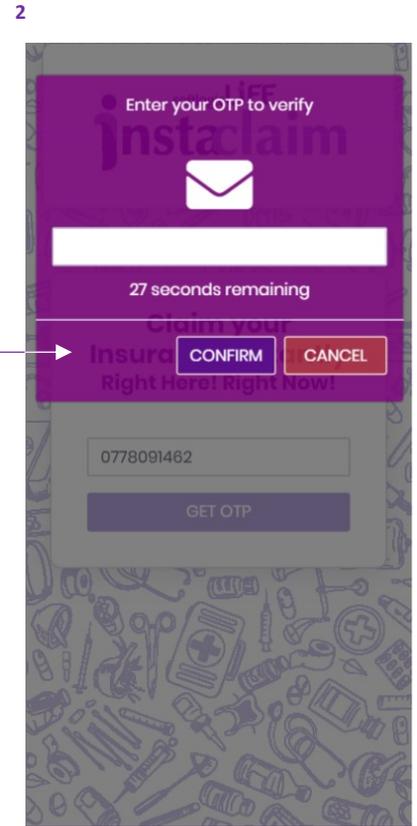
Log-in through the registered mobile number.

<https://www.instaclaim.lk>

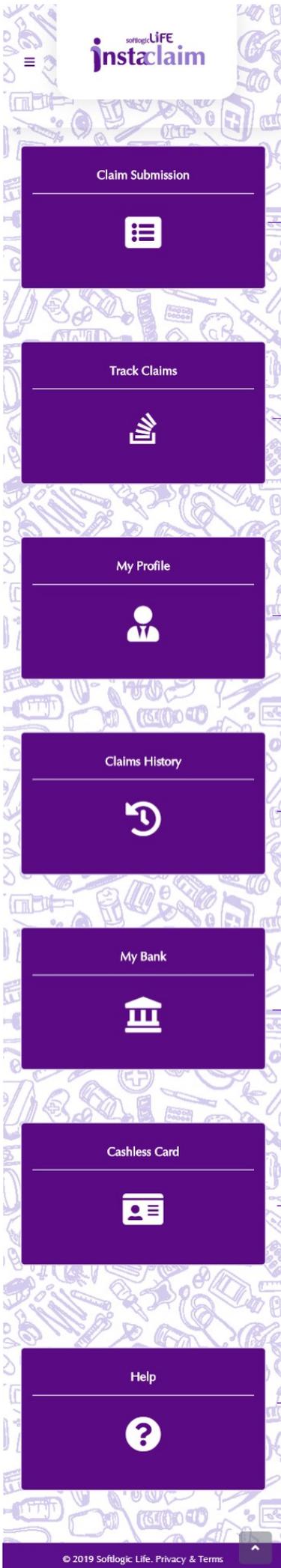


Log in through the registered mobile Number and click on “GET OTP”

You will get an OTP code to your mobile, please input the OTP and click on “CONFIRM”



Please input the user log in detail and “CONFIRM”



Registration Successful

After completion of the registration procedure you will be directed to the Home Screen.

1. Claim Submission

By selecting the relevant beneficiary now, you can Check Limit, Input Claim Amount, Upload Doctor's Prescription, Bills and Cash receipts, Diagnosis Tickets & Other related snaps.

Bills and Cash receipts ("submitted to Softlogic life and submission date" should be written on all original bills and cash receipts from a blue carbon pen prior to

2. Track Claim

You can track your submitted claim through "Track Claims" option and get a latest update on your claim. For more details of the claim you can go back to "Home Screen" and click on "Claims History"

3. My Profile

View entitlement information - From the home screen, scroll down to 'My Profile' and choose the relevant Benefit. You can select a "Benefit" to learn more about your entitlements and available balances.

4. Claim History

You can have a detailed description (Claim Number, Decision, Requested Amount, Approved Amount, Requested Date, Claim Processed Date) of your previous claims which you had applied through Insta Claim.

5. My Bank

Your bank account details are available under this option.

If you have already shared your account number with Softlogic Life Insurance PLC through the HR department the same will be appeared under "My Bank".

If you need to change your account number you can click on "Update" and input the new bank details - (Bank, Branch and Account Number)

Upon bank details change request you will receive an email to your personal email address along with the account details change confirmation.

6. Cashless Card

From the home screen, scroll down to 'Cashless Card' to view the digital membership card.

During a hospitalization you can show the Digital Membership card and get admitted to any cashless empaneled hospital.

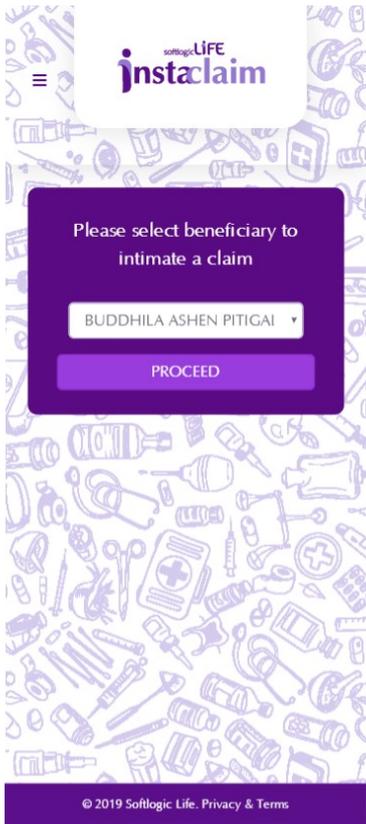
Further the stated membership number/s can be produced as a reference if you want to inquire any information related to your policy through call center.

7. Help

If you need further clarification on the below functions, you can click on "Help" icon to view the tutorial,

- How to process a claim
- How to view your benefits and eligibility
- How to track your claims
- How to update your bank account details

1. Claim Submission



1.1 Select the relevant name and proceed



1.2 You can check your benefits and available balance by clicking on "Check Limit" option

1.3 Enter your Claim Amount

1.4 Send Prescription (can upload more than one snap one by one and you can see the below uploaded count)

1.5 Send Bills & Receipts (can upload more than one snap one by one according to the instructed rule)

1.6 Submit Claim



1.5 Send Bills & Receipts
Before uploading bills and payment receipts, please write: "Submitted to Softlogic Life Insurance" and Documents submitted date. Using a Blue Pen on all Bills and Payment receipts.

Then Click **OK** and upload the bills & Receipts.

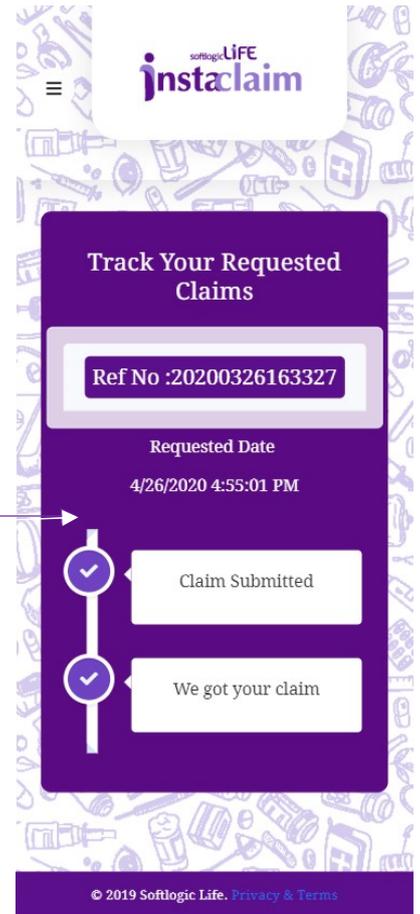
- You can upload more than one snap under each category, however upload only one snap at a time.(Number of snaps uploaded under each category is visible) For example, if you would like to send a Prescription and an invoice. Capture and upload only the Prescription first then repeat the process and capture and upload the invoice separately.
- Once you have selected a document type, you can take a photo of the document. It is important to make sure you are directly over the document, the document is lying flat, ensure you take a good quality image of the document.
- After you have uploaded the relevant documents click on the 'Submit Claim' button to lodge the claim.

2. Track Claims



2.1
Select the reference
number

2.2
You can check the claim status



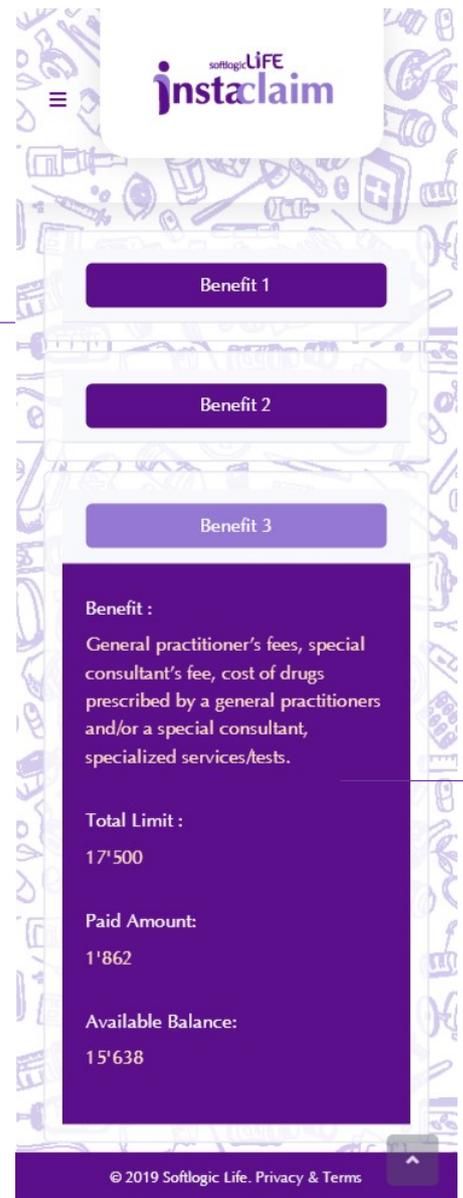
3. My Profile



3.1
Select the relevant member

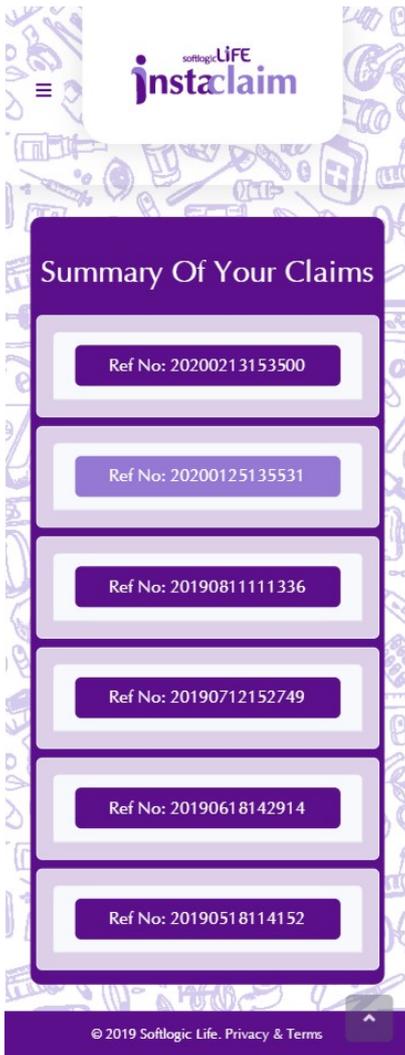
You can select a “Benefit” to learn more about your entitlements and available balances.

- Benefit 1 - Cost of Spectacles
- Benefit 2 - Dental Treatment
- Benefit 3 - OPD



3.2

4. Claim History



4.1
Select the relevant member

4.2
You can have a detailed description of your previous claims which you had applied by clicking on the reference number.



5. My Bank

Membership No : 2566879/EP
Name : BUDDHILA ASHEN PITIGALA

Bank
SAMPATH BANK PLC

Branch
KIRIBATHGODA

Account No

Update

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5.1 Employee's bank account details.

Update your Bank Details

Bank
Select your Bank

Branch

Account No
Account No

Confirm Account No
Confirm Account No

UPDATE CANCEL

Update

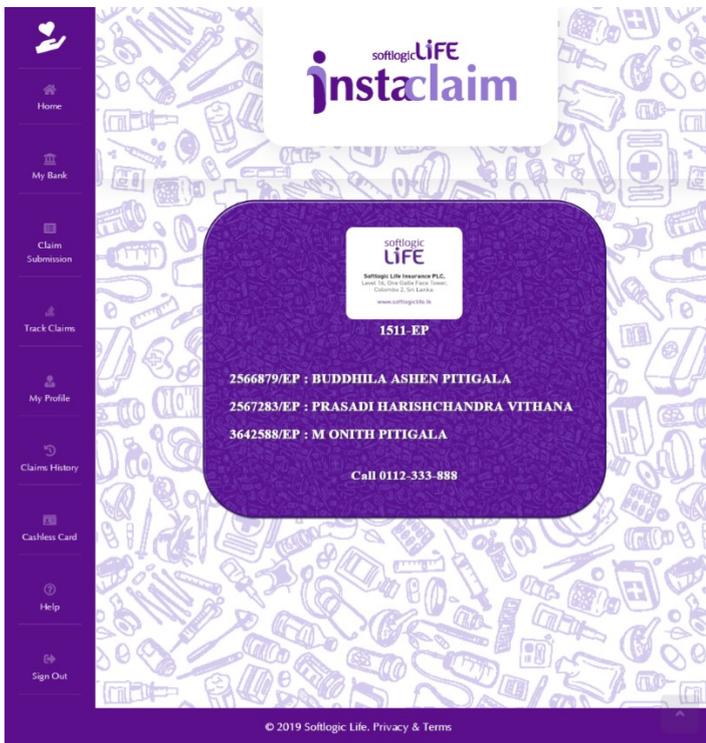
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5.2

If you need to change your account number you can click on "Update" and input the new bank details - (Bank, Branch and Account Number)

You will get an OTP to your mobile, please input the OTP and save the changes.

6. Cashless Card



6.1

View your digital Cashless Hospitalization card

